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ABSTRACT

A study was conducted at William Rainey Harper College (WRHC) to determine the feasibility of establishing a new human services program at the college by assessing the employment opportunities for graduates of the proposed program and the educational needs of persons already employed in the human services field. In 1981, questionnaires were mailed to 113 local community service organizations, including youth service, residential care, and family service organizations. A year later, 25 of the non-responding organizations were sent a shorter survey. Study findings, based on 27 responses to the 1981 survey and 14 responses to the 1982 survey, 5 letters of support, and a meeting with representatives from 8 human service agencies, included the following: (1) employment demands and the educational needs of persons currently employed in the field could support an enrollment of 18 full-time and 58 part-time students per semester in the proposed program; (2) opportunities for observation and internship sites were offered by 16 organizations, which could provide up to 40 internships per semester; (3) 15 of the responding organizations were interested in a continuing professional development program for their staff members; and (4) respondents expressed an interest in becoming involved in the process of curriculum development. The bulk of the report consists of data tables detailing results. The questionnaire is appended. (HB)

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ED226804

Volume XII, No. 3
January 28, 1983

William Rainey Harper College
Algonquin and Roselle Roads
Palatine, IL 60067

FEASIBILITY STUDY FOR THE ESTABLISHMENT OF A HUMAN SERVICES PROGRAM - PHASE II

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Child Development Coordinator

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ABSTRACT

The purpose of this report was to combine recent information with an earlier study conducted in 1981 in order to determine the feasilibity of establishing a new Human Services Program. Some 113 youth service, residential care, community and family service organizations in and around the Northwest suburbs were surveyed by mail in 1981. The first survey yielded twenty-seven responses. A year later, twenty-five of the non-responses were sent a shorter survey form and this time fourteen responded. In addition, five letters of support and the results of a task force meeting with eight human service agencies yielded still more information. The responses from the two surveys were then used to determine a conservative minimum level of support for the proposed new program.

Results of the feasibility study indicate that employment demands and the educational needs of persons currently employed in the field can support an enrollment of eighteen full-time students and 58 part-time students (41.2 FTE) per semester in the proposed new Human Services Program. There are more than enough observational and internship sites available and there would be considerable support from potential employers in the form of service on advisory committees and as guest lecturers. Respondents also demonstrated much interest in becoming involved in the process of shaping the curriculum. In addition, there is considerable interest in establishing a professional development program consisting of human services non-credit seminars and workshops for existing staff. Thus, it must be concluded there is sufficient justification to establish a new Human Services Program at the recommended enrollment levels. A number of human service agencies in the community indicated there is a growing need for special skills which is not being met by graduate and special education programs but could be met by Harper's proposed new Human Services Program.

TABLE OF CONTENTS

		Page
I.	Purpose.	1
II.	Population Surveyed.	1
III.	Methodology.	1
IV.	Discussion of Results.	2
V.	Major Conclusions.	2-3
VI.	Detailed Results	
	A. Results of First Survey - 1981	4-6
	B. Results of Second Survey - 1982.	7
	C. HSC Task Force Committee Minutes	
	D. Support Letters	
	E. Combined Results of 1981 and 1982 Surveys.	8
VII.	Appendix	
	A. First Survey - 1981.	9-24
	B. Second Survey - 1982	25-27
	a. List of Agencies Who Responded Positively. . . .	28

PURPOSE

The purpose of this report was to combine recent information with an earlier study conducted in 1981 in order to determine the feasibility of establishing a new Human Services Program. The primary focus of all the studies was to determine the employment opportunities for graduates of the proposed new program and the educational needs of persons already employed in the human services field. The report was requested by Dr. Marlene Eisen, Coordinator of the Child Development Program at Harper.

POPULATION SURVEYED

Within the Northwest suburbs and surrounding area, 113 organizations were identified. These included youth service centers, residential care centers, community and family service centers, and homes for the aged. In the first 1981 study, two mailings were made along with a telephone reminder, with the result that twenty-seven organizations responded. After conversations with the non-respondents a year later in 1982, a second shorter survey was sent to twenty-five of the organizations. This time, fourteen of the original non-respondents did answer and thirteen were positive. A conservative posture was taken in interpreting the survey data. Demand was assumed only from the respondents and all non-respondents were considered to have no interest in the proposed new program in human services. Furthermore, demand indicated for graduates or for educational services were assumed to be spread out over a five-year period.

METHODOLOGY

The survey instrument (used in 1981) shown in the appendix was developed jointly by the Coordinator of the Child Development Program, the Associate Dean of Life Science and Human Services Division, and the Office of Planning and Institutional Research. This survey form and a description of the proposed program in Human Services was mailed to all 113 organizations in the target population. After three weeks, a second mailing was conducted among all non-respondents. After another three weeks, those still not responding were reminded by a telephone call.

During the next year, conversations between the Coordinator of the Child Development Program and some of the non-respondents indicated the first survey instrument was too long. Thus, the Coordinator designed a shorter version (also shown in the appendix) and mailed it to twenty-five of the original non-respondents. Some 14 of these institutions responded and 13 of them responded positively. After that survey was conducted a task force meeting was held on November 18, 1982, which was attended by the Coordinator, a Child Development faculty member and eight external persons in the human service field. The task force developed a rationale as to why a program of human services was needed at Harper. Finally, five letters of support for the proposed new program were received from different human services organizations.

DISCUSSION OF RESULTS

Twenty-one organizations indicated they would be interested in hiring 65 associate degree graduates of the proposed Human Services Program at Harper College. In addition, nine organizations said they would recommend that 27 of their employees seek the associate degree in the proposed Human Services Program. Finally, twenty-four institutions said they would recommend that 110 employees enroll in some of the courses in the proposed Human Services Program. If this demand was assumed to last for a period of five years, then there would be sufficient support to produce an enrollment of 18 full-time and 58 part-time students per semester. This would amount to a semester FTE of 41.2.

The associate degree graduates from the program who would be hired as new employees could expect a starting salary of $10,200 (range $7,000-$14,500). While this salary is $4,000 below the average salary commanded by new graduates in all career programs at Harper, it should be adequate to attract the students necessary to fulfill the demand for human services associate degree graduates. In addition, their job titles would range from aides to workers, therapists, or directors in such areas as youth programming, social services, education, residential care, counseling, rehabilitation, programming, and volunteer worker coordination.

Opportunities for observation and internship sites were offered by 16 organizations. These 16 organizations could provide up to 40 internships per semester which is far more than sufficient to meet the program demands. Job duties for internships are varied and in areas similar to starting job opportunities previously discussed. A complete list of internship job opportunities is shown in the detailed results section.

Nineteen of the respondents offered specific suggestions for the proposed curriculum in human services. These suggestions are listed in the appendix. In addition, there were nine suggested names for an advisory committee and 20 suggested names for guest lecturers for the proposed program, also listed in the appendix.

In addition, 15 of the organizations were interested in a continuing professional development program for their staff as a spinoff from this new Human Services Program. A number of suggested topics for such seminars and workshops is shown in the appendix.

A number of human services agencies indicated there is a growing need for services that require specific skills that could be provided by the proposed new program. These agencies pointed out that graduate programs and special education programs often do not provide the skills required for many of these services. The details of these needs are spelled out in the minutes of a November task force meeting with eight outside agencies and in five support letters. The minutes and the support letters are shown in the detailed results section.

MAJOR CONCLUSIONS

Results of the feasibility study indicate that employment demands and the educational needs of persons already employed in the field can support an enrollment of eighteen full-time students and 58 part-time students

MAJOR CONCLUSIONS (continued)

(41.2 FTE) per semester in the proposed new Human Services Program. There are more than enough observational and internship sites available and there would be considerable support from potential employers in the form of service on advisory committees and as guest lecturers. Respondents also demonstrated much interest in becoming involved in the process of shaping the curriculum. In addition, there is considerable interest in establishment of a professional development program consisting of human services non-credit seminars and workshops for existing staff. Thus it must be concluded there is sufficient justification to establish a new Human Services Program at the recommended enrollment levels. A number of human services agencies in the community indicated there is a growing need for special skills which is not being met by graduate and special education programs but could be met by Harper's proposed new Human Services Program.

DETAILED RESULTS

RESULTS OF FIRST SURVEY -- 1981

SURVEY OF NEED FOR ACADEMIC PROGRAM IN HUMAN SERVICES

Potential Enrollment in Program as Determined by Employment Needs	Graduates of Proposed Program Who Would be Hired as New Employees	Current Employees Who Would be Encouraged to Enroll in Proposed Human Services Program for: A Few Specific Courses	An Associate Degree
Number of students	18 employed full-time 3 employed part-time	58	27
Number of employers	8	12	9

Assume conservatively that only survey respondents would hire graduates or send employees to program. Also, assume this employment demand and employee educational need will be spread out over a five year period.

Thus from the above table over a five year period the following numbers of students would be enrolled:

21 - Full-time students to be hired as new employees upon completion of an associate degree (this equates to eight to nine full-time students per semester).

27 - Part-time students completing an associate degree (this equates to 27 part-time students per semester).

58 - Part-time students taking only two courses each (this equates to six part-time students per semester).

Thus each semester this program could support eight to nine full-time students and 33 part-time students for a semester FTE of 21.5

Opportunities for Graduates of Proposed Program

Proposed Starting Salaries for Harper Graduates in Human Services Program as Reported by 11 Potential Employers

$7,192
$8,500
$9,360
$10,500
$11,000
$11,400
$11,500
$11,500
$13,000
$13,980
$14,500

Median salary $11,400
Mean salary $11,130

This compares to a survey among all Harper career alumni of starting salaries :

Median $13,435
Mean $14,292

First Survey Results (continued)

Starting Job Titles

Assistant in Youth Ministry - Youth Worker - Child Care Service Worker II.

Social Services Director, Social Services Coordinator, Social Worker I, Social Services Designee, Direct Service Aide, Social Services Caseworker.

Homemaker Outreach, Field Representative.

Instructor, Instructional Aide, Teacher's Aide.

Floor Supervisor, Residential Trainee, Residential Counselor.

Level I Counselor, Placement Specialist, Vocational Counselor.

Volunteer Coordinator, Director of Volunteer Services for area.

Program Assistant, Activity Coordinator.

Activity Therapist, Rehabilitation Group Worker.

Observational and Internship Opportunities for Program

Number of employers who could provide observational sites for students in proposed new program. (names of such employers are listed in appendix) — 16 definite; 1 maybe

Number of employers who could provide internship sites for students in proposed new program (names of such employers are listed in appendix) — 16 definite; 1 maybe

Number of students who could be accommodated each semester at these 16 internship sites — at least 40

Even if every student took the internship the maximum student load in any one semester would be only 12 (if internship is offered each semester).

Even if internship is offered only once per year maximum student load would be only 24

Thus observational and internship sites available are more than adequate.

Possible Job Duties Performed in Internship Would be as Follows:

A limited amount of participation in youth program, mostly observation at level of staff development and then follow up observing implementation. In parish services program observation and assisting in coordination of existing social services programs and some direct participation in people contact.

Inquiry taking prior to nursing home placement; social history; personal interest evaluations, discharge planning, specialized planning for individual resident quality of life development.

Client work supervision, doing instruction in daily living skills, supervising recreation.

First Survey Results (continued)

Possible Job Duties Performed in Internship Would be as Follows: (continued)

Work on coordination of a specific fund raising event.

Interns could assist in learning intake and information/referral. Also, in making home visits to older persons to provide assessment and services. Interns could be included in group work activities for seniors with the Activity Therapist.

Working under the direct supervision of TMH and MH. Assist with self help, vocational environmental awareness, fundamental movement.

Youth programmer, aquatics fitness.

Drop in, group work, outdoor program.

Assist and train program participants to perform functional skills.

Working one on one with a troubled teen, learning how to recruit, train and supervise volunteers to do the same.

Assisting new aged residents to feel at home in our long term care facility, assisting social services staff in acting as a liaison between family and staff, planning recreational/social activities for elderly, and maintaining case records.

Assist Child Care staff in their full range of duties.

Paperwork, filing, phone answering, transportation, and helping workers write up interviews.

Nursing, Social Service, Activity Department, and Food Service.

Telephone interviewing, providing resource information to community residents, researching area social service alternatives; participating in various community organizing or educating projects.

Counseling and instruction.

Reaction to Curriculum

There were 19 different suggestions given to the proposed curriculum. These suggestions are listed in the appendix.

Employer Resources Available for Proposed Program

There were nine persons suggested to serve on an advisory committee and 20 suggested to serve as guest lecturers for the proposed new program. These names are listed in the appendix.

Need for Continuing Professional Development

A total of 15 employers indicated there was a need for continuing professional development for their staff through non-credit seminars and workshops. In addition, all 15 of these employers suggested topics for these seminars and workshops, as listed in the appendix.

RESULTS OF THE SECOND SURVEY -- 1982

Current Employees Who Would be Encouraged to Take a Few Courses in Harper's Proposed New Program in Human Services

Range of Employees Who Would be Encouraged by Organization	Mid-Point of Range	Number of Organizations	Estimate and Total Number of Employees Who Would Be Encouraged
1	1	3	3
1-3	2	1	2
2-3	2.5	1	2.5
3	3	1	3
3-4	3.5	1	3.5
3-5	4	1	4
6	6	1	6
6-10	8	1	8
7-10	8.5	1	8.5
Over 10	12	1	12
Total Employees Who are Estimated to Take Several Courses Over Next Five Years			52

New Employees Who Would be Hired From Proposed New Program In Human Services

Range of New Hires	Estimated Mid-Point	Number of Organizations	Total Number of New Employees to be Hired
1-3	2	7	14
Over 3	5	6	30
Total New Employees Who Would be Hired From Proposed New Program over Next Rive Years			44

Salary To Be Paid New Employees From Graduates of Proposed New Program

Range of Annual Salary	Mid-Point	Number of Organizations
$ 7,000 - $10,000	$ 8,500	8
$10,000 - $12,000	$11,000	5
$12,000 and Up	$14,000	0

Average Salary to be Paid New Employees From Graduates of Proposed New Program--$9,462

HSC TASK FORCE COMMITTEE MINUTES

THURSDAY, NOVEMBER 18, 1982

Present: Dr. Mitzie Eisen, Coordinator, Harper College
Ms. Jane Thomas, Faculty, Harper College
Ms. Nancy Munas, Public Relations Consultant, Geriatric Program, Elgin Community College
Ms. Shirley King, Administrator, Little City
Ms. Shirley Steinberg, Administrator, Lambs
Ms. Maura Scalon, Talkline
Mr. Ron Sterrett, Principal, Twinbrooke - NSSEO
Ms. Kathy Schrock, Clearbrook Center
Ms. Becky Winter, Director, Children's Center
Ms. Judy Healty, NSSEO - Early Childhood Coordinator

Dr. Eisen brought the Task Force up to date on the status of the Human Services Program. After receiving approval of Harper's curriculum committee, Board of Trustees, and the Illinois Community College Board, the Illinois Board of Higher Education withheld approval. They felt, a) the feasibility study was weak, and b) the format, a core curriculum with 4 alternative areas of specialization, was too complex.

In an effort to meet these objections, we sent a follow-up questionnaire, a much simpler one, to 25 agencies as a mini-survey, since some of those queried said the original survey was too time consuming. To date, we have received 13 responses. Most positive responses came from residential/youth services programs. In the original study, we received 6 responses from Geriatric settings, and they did not feel called upon to respond to the second questionnaire. Of all respondents, only one said they would not recommend staff members take H.S. courses at Harper. Others ranged from 10 or more, to 1-3, as potential students. As for number of graduates to be hired, only one respondent said none. Others ranged from 1 to 3 or more. Most starting salaries were in the $10-12,000 range, some in the $7-10,000 range. In the original survey nearly all agencies offered internships - some have even followed up with phone calls to reiterate that offer.

The Task Force agreed that the Human Service Program was important, and approval should be sought. Ms. Steinberg (Lambs) spoke of the need to retrain those presently being hired to work with higher functioning disabled. Advanced degrees do not guarantee requisite skills. As large institutions close and exceptional people are mainstreamed back into the community, more skilled primary service will be needed. Ms. Scanlon (Talkline) said that training in the community services is inept at present. More workers with inservice training are needed to man crisis lines, which have become an important element of crisis intervention in communities.

Nancy Munao suggested requesting letters of support from various agencies who would hire our graduates. Dr. Eisen informed the group that several agencies have already sent such letters. Ms. Schrock (Clearbrook) said they are very anxious to hire people with the kind of training Harper's program is offering. Also they welcome interns.

Shirley King (Little City) stated that appropriately trained teacher aides are very much needed by their residential agency. They have found that special education graduates have different skills than are needed for

work with exceptional adults.

Shirley Steinberg (Lambs) said that many people she encounters want to take Human Service courses to upgrade skills or develop new skills, but have no educational resources. These people who are older, would be hired readily because of their maturity, if they had the training.

Becky Winters (Children's Center) reported that there is a great increase in the need for people trained in family services in early childhood education. Because of the increasing numbers of high risk on vulnerable families, preschool centers often need family coordinators or outreach service providers. Healy (NSSEO) seconded this need, saying that graduates of 4 year programs do not have requisite skills in this area, and need additional training. Scanlon (Talkline) claims that family issues are most common crisis calls. Often latch key children call, because of emergencies. Their workers need additional training to respond to family crisis.

Ron Sterrett (Twinbrook, NSSEO) said that an increased number of educators and service workers will be needed to work with families of severely involved special children, as the number of such children increases, and the complexity of family services grows. He also reminded the group that a growing movement towards Respite/hospice care requires providers in this area. Mr. Sterrett suggested, that in view of the many complex issues connected to our program, we should present our material to the state representatives in person. Task force members felt this was an important program, and several volunteered to accompany Harper personnel, if that would help.

Nancy Munao, who had helped shepherd the Elgin Community College Geriatric Program through, said that many geriatric centers have tuition reimbursement systems for those volunteers or staff people who need additional training. She found that once a center had been introduced to the types of skills taught in such an academic program and how their center could benefit from personnel with such skills, graduates of the program had little trouble finding employment. Those centers Dr. Eisen visited were enthusiastic about having such people available once these factors were pointed out to them. It would seem that one important task of faculty of a new program such as this, is to sell its value to the community.

Munao said that it is important to identify specific jobs our graduates could fill, and provide concrete information about the program.

King (Little City) said that people with such training would move up the ranks much more quickly to supervisory positions. She foresees close articulation between Harper and Human Service Agencies in planning in-service programs, establishing practicums, etc.

The tenor of the Task Force meeting was very positive and forceful. Members were strongly supportive of the format and the goals of the program as presently established. Before they were willing to give up the idea of areas of specialization, they felt we should meet directly with state representatives who objected to the format so we could present our rationale for this approach. They felt the mini-survey and statements of support indicate a community need for the program as it is presently

envisaged. They expressed the hope that IBHE would reconsider their position and allow us to move forward with the Human Services Program at Harper College.

Shelter, Inc.

emergency housing for children and adolescents

December 10, 1982

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Mitzie Eisen, PhD
Assistant Professor
Life Science and Human Services
William Rainey Harper College
Palatine, Illinois 60067

Dear Dr. Eisen:

I strongly support the proposed Human Services Program at William Rainey Harper College. As President of the Board of Directors of Shelter, Inc., I see a void in the career field Education and Training which this program should fill.

The day of the para-professional is rapidly approaching us in the social service field. Many of my colleagues recognize that graduates from this profession would qualify at numerous entry level positions.

With a minimum of training, they would be able to assist or assume the performance of some of the duties currently assigned to M.S.W. and counselors. This would enable us to more properly and efficiently utilize our professional staff. Additional inservice training and seminar services would assist us in the ongoing process of staff training.

It appears to me that the proposed program fully addresses our needs. Many of our current personnel would benefit from this program, especially in the areas of Youth Services, Family and Community Services and Residential Care Counselors.

In closing, I would like to reiterate that graduates of this program would provide a viable alternative for our agency as well as many others, and they would certainly be strongly considered for employment.

Sincerely,

Phillip C. Stewart

Phillip C. Stewart
President Board of Directors, Shelter Inc.

PCS:jh

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December 20, 1982

Dr. Marlene Eisen
William Rainey Harper College
Palatine, Illinois 60067

Dear Dr. Eisen:

I am disappointed that the Human Services Program is not yet incorporated into the Harper College Curriculum.

The current Department of Mental Health mandates for deinstitutionalization and training emphasis for community living will necessitate more than ever before, personnel who are skilled in their sensitivity to special populations and can train people in this area.

Specifically, in our particular residential setting, we utilize staff people in the following job descriptions with midly retarded adults.

Residential Trainers
Daily Living Aides I and II
Full and Part Time Houseparents
Teachers Aides in Basic Skills Training Program

We would welcome hiring staff who would come with training in a 2 year program such as Harper might offer. We currently employ about 25 people in the above positions. Further we can offer some excellent practicum experience to students and would certainly encourage our current staff to avail themselves of the learning opportunities that might become available.

I hope that this curriculum can be offered in the near future.

Sincerely,

THE LAMBS, INC.

Shirley Steinberg, M.A.
Supported Living Arrangement Coordinator

SS:clc
cc: Jackie Cohen
Director of Residential Services

MEMBER OF NATIONAL ASSOCIATION FOR RETARDED CITIZENS

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CONTRIBUTIONS ARE TAX DEDUCTIBLE

THE MENTAL HEALTH CENTER

Judson L. Stone
Executive Director

November 24, 1982

Marlene Eisen, Ph.D.
Coordinator of Child Development
LSHS Department
Harper Community College
Algonquin and Roselle Roads
Palatine, IL 60067

Dear Dr. Eisen:

I am writing to express our Center's support for your Human Service Program. As you know, I recently had an opportunity to meet with a number of school officials regarding ways our mental health center and Harper might work together.

At this meeting I was extremely pleased to learn that you are planning four divisions within the Human Service Program; Geriatrics, Residential, Youth, and Family Services.

In the past our Center has hired primarily masters degreed personnel. With the increasing emphasis on serving the chronically mentally ill, regardless of age, we will be looking more and more toward hiring individuals with associates degrees who specialize in one of the areas outlined above.

We are very excited about the prospect that your program will afford both current employees as well as prospective employees of our staff. I believe a market for people with skills at this level is beginning to emerge and I look forward to our mutual cooperation in the development of strong para-professionals at this level.

Sincerely,

Judson L. Stone
Executive Director

JLS/jc
A1124

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September 4, 1981

Ms. Jane Thomas
Ms. Mitsi Eisen
Harper College
Palatine, Illinois 60067

Dear Jane and Mitsi:

I received input from all the administrators at Clearbrook regarding the Human Services Program. Everyone is very enthused and feel that we would definitely utilize students from that program both through internships and employment.

In addition to job opportunities listed on the survey many jobs will become available during the next two years. Clearbrook is building an Intermediate Care Facility in Rolling Meadows for ninety developmentally disabled adults which will open in the fall of 1982. We will be hiring 24 activity aids and 24 residential counselors for positions within that facility. During this year we will be opening two additional group homes, one for children and one for adults, and will be hiring 10-12 residential counselors.

Your program will provide an academic and experiential background which will enable students to more knowledgeably choose a career with the developmentally disabled. In turn Clearbrook residents and clients will benefit from better prepared counselors. Many job opportunities will be available at Clearbrook for Human Service degree graduates.

I hope this information is helpful. If I can be of any further assistance, please do not hesitate to call.

Sincerely,

Kathy

Kathleen Connelly Schrock, M.S.
Director of Children's Services

KCS/nt

Prime Time Day Center
3200 Grant Street
Evanston, Illinois 60201
312 492-2900

The Presbyterian Home

MRS. SHIRLEY SIDRAN, M.A.
Director

Mitzie Eisen, Co-Ordinator
Human Services & Child Development
Harper College
Algonquin & Roselle Rds.
Palatine, IL 60076

Dear Mitzie,

Just a reminder to advise you of the student internship program in the Prime Time Adult Day Center at the Presbyterian Home in Evanston.

The students are referred to us from the Department of Human Services, Psychology, Social Services, Gerontology or Rehabilitation Department of the various community colleges.

Enclosed is the information internship sheet giving facts of the Day Center program.

We are impressed with your human services program and would consider selecting one of your students for placement in our program when a position is available.

Hoping to hear from you soon in regard to referrals for the student program, and wishing you a good school year.

Sincerely yours,

Shirley Sidran

Shirley Sidran, Director

SS/sf

ENCL.

Combined Results of Both the 1981 and the 1982 Surveys

Demand for Existing Employees to Enroll in Several Courses

Study	Number of Organizations	Number of Employees
First	12	58
Second	12	52
Total	24	110

Assume each employee would enroll for six credit hours over a five-year period. This would generate 110 x 6 = 660 credit hours over that period which could average out to 66 credit hours per semester or eleven part-time students or 4.4 FTE per semester.

Demand for Graduates of the Proposed Associate Degree Program in Human Services

Study	Type of Student	Number of Organizations	Number of Graduates
First	New Hire	8	21
First	Existing Employee	9	27
Second	New Hire	13	44
Total Graduates from Proposed New Program Needed over Five-Year Period			92

This would average out to 18.4 graduates per year. Since each graduate would take 60 credit hours, the semester enrollment needed to achieve this would be:

18 Full-Time Students
47 Part-Time Students
36.8 FTE

Combining this with the existing employees who would be taking just a few courses the total enrollment per semester which could be supported by all demands would be:

18 Full-Time Students
58 Part-Time Students
41.2 FTE

Salaries for New Hires from Graduates of Proposed New Program in Human Studies

Study	Average Salary in That Study	Number of Organizations
First	$11,130	11
Second	$ 9,462	13
Overall Average	$10,226	24

William Rainey Harper College
Algonquin and Roselle Roads
Palatine, Illinois 60067
312-397-3000

APPENDIX

FIRST SURVEY -- 1981

The Human Services concept is one that is growing at a fast pace throughout the system of higher education in the United States, particularly at the community college level. Harper is currently engaged in exploring the feasibility of such a program on our campus. As presently conceived, the program will be organized as a core of interdisciplinary courses designed to prepare individuals to work in fields related to the service and care of target populations with special needs. Students may take a general program or specialize in one service area, such as child care, youth services, gerontology or family and community service. The graduate of the program will receive a diploma identifying him/her as a human services major and if the student has specialized, the area of specialization will be designated. Although this is basically a career program, it shall also serve as a preparatory step in a long term educational plan for those students who elect to continue their professional growth through further education. The program may also serve people already working in the human service field who need to upgrade their skills, or acquire course credits for certification.

Our curriculum is divided into four segments:

1. Courses required by the College as part of the general education core.
2. Courses designated as "core" courses which provide the background knowledge and understanding necessary to a person working in any human services area.
3. Specialized courses dealing with skills and methods needed to work with a particular target population.
4. Field experience or a practicum, where the student has an opportunity to try out, in a work setting, the skills learned in the classroom.

Faculty for specialized courses will be drawn from the field. Not only do these professionals have fresh case material to offer, but they will be important contacts for our students.

We believe that the Human Services program will be an important addition to the College. It will provide the community with well trained middle-level workers in a field which is presently suffering from increased need and reduced funding. It will provide students with the opportunity to tailor-make their college program to meet particular vocational goals.

We are asking you, as professionals in the field at potential training sites, as well as potential employers of our graduates, to react to our program. We welcome suggestions, criticisms and comments. We would hope that, should this program become a reality, your agency will participate actively in its realization and its growth. We have found that by remaining in close contact with community professionals in all of our career programs, the programs evolve to meet the real needs of the community, instead of becoming rigidified in academe.

We are enclosing for your perusal a projected program for the two year degree and a list of required and elective courses.

Your response to this program will be greatly appreciated. It is a lengthy and complex task to monitor a new program through the state, so we would appreciate as early a response as possible, so we may move on to the next step. Please complete the enclosed questionnaire and return it to us in the enclosed envelope. Thank you for your cooperation.

Sincerely yours,

Mitzi Eisen, PhD.

Mitzie Eisen, PhD.

SURVEY OF NEED FOR ACADEMIC PROGRAM IN HUMAN SERVICES

1. After examining the proposed curriculum in Human Services, do you have any suggestions for modifications or additions to the program? (Specify)_____

_____

_____

_____

_____

_____

2. If Harper had this proposed Human Services Program now, how many graduates (associate degree) would you likely hire within the next year?_____

3. What would the range of starting salaries be?_____

4. What would the typical job titles be? _____

_____

5. Among your existing employees, how many would you recommend enroll in this proposed Harper Human Services Program for the following purposes:

	Number you would recommend
To enroll in a few specific courses	_____
To enroll with the intent of earning an associate degree	_____

6. Could you provide observation-participation sites at your institution for students in this proposed program?

Yes _____ No _____

7. Could you provide internship sites at your institution for students in this proposed program?

Yes _____ No _____

If so, how many students could you accept for any one semester? _____

Describe some of their basic job duties_____

_____

_____

_____

8. If anyone in your organization would be interested in serving on a Task Force Advisory Committee for this proposed Human Services Program at Harper, please give us their name and title.

Name_____

Position title_____

9. If anyone in your organization would be interested in serving as a guest speaker in this proposed Human Services Program at Harper, please give us their name and title.

Name_____

Position title_____

10. Among your existing employees in Human Services is there a need for continuing professional development through non-credit seminars and workshops?

Yes _____

No _____

If yes, list the topics of such workshops or seminars which you would be interested in having Harper organize and schedule.

Workshops or Topics

_____

_____

_____

_____

_____

PROPOSED PROGRAM for degree in Human Services (HSA = Human Service Associate) with the option of specializing in the following areas: Gerontology, Youth Services, Family and Community Services, Child Care and Residential Care.

FIRST YEAR

First Semester

ENG 101 - Composition.....3
PSY 101 - Intro. to Psychology.....3
CCA 102 - Human Development I.....3
or
PSY 216 - Child Psychology.....3
CCA 225 - Mental Health.....3
*HSA 101 - Survey of Human Services...3
Humanities Elective.....3
18

FIRST YEAR

Second Semester

ENG 102 - Composition.....3
SOC 101 - Intro. to Sociology.....3
CCA 103 - Human Development II....3
or
PSY 217 - Adolescent Psychology...3
*HSA 102 - Principles of Human Services.....3
SPE 115 - Interviewing.....1
Math or Science Elective.....3
16

SECOND YEAR

First Semester

*HSA 202 - Group Process in Therapeutic Settings.....3
Select from courses in Specialty Group.....9
General Elective.....3
15

SECOND YEAR

Second Semester

Select from courses in Specialty Group.....9-12
Practicum.....5
14-17

Total 63-66 hours

The student may select courses based on special interest as suggested below, or any courses in the general suggestion list that meet specific vocational goals.

I. GERONTOLOGY

PSY 218 - Psychology of Adulthood and Aging
PED 270 - Community Health
PHI 210 - Death and Dying
SOC 205 - Social Problems
DIT 101 - Basic Nutrition
SOC 214 - Intro. to Social Psychology
CCA 210 - Creative Activities

*New course offered

YOUTH SERVICES

PED 270 - Community Health
PED 205 - Drugs in Our Culture or CRJ 207 - Vice and Drug Control
PED 207 - Human Sexuality
CCA 252 - Child-Family-Community or SOC 205 - Social Problems
CRJ 205 - Juvenile Delinquency
LTE 220 - Community Law
PSY 230 - Psychology of Adjustment

FAMILY AND COMMUNITY SERVICES

LTE 105 - Family Law
LTE 220 - Community Law
PED 270 - Community Health
SOC 120 - The Family in Contemporary Society or CCA 252 - Child- Family-Community
SOC 210 - Social Institutions
CCA 219 - Psychology of Exceptional Children
PHI 210 - Death and Dying
DIT 101 - Basic Nutrition

RESIDENTIAL CARE COUNSELOR

CCA 219 - Psychology of the Exceptional Child
CCA 210 - Creative Activities
DIT 101 - Basic Nutrition
PSY 220 - Biological Basis of Behavior
PSY 230 - Psychology of Adjustment
REC 200 - Leisure, Its Uses and Resources or REC 20[illegible] - Intro. to Therapeutic Recreation
PED 205 - Drugs in Our Culture
PED 207 - Human Sexuality
HSA 210 - The Retarded Adult

CHILD DEVELOPMENT (Regular Program)

Additional courses which may be taken as part of a general Human Services Program, or in lieu of listed courses, with faculty approval, include:

PHI 180 - Medical Ethics
BIO 135 - Introduction to Human Anatomy and Physiology
BIO 136 - Introduction to Human Disease
BIO 160 - Human Anatomy
BIO 161 - Human Physiology
BIO 122 - Heredity, Evolution and Culture
ECO 115 - Consumer Economics
HSC 110 - Emergency Medical Technician Training
HSC 220 - Health, Nutrition and Safety

List of Employers Who Would Hire Harper
Graduates of the Human Services Program

OLW Young Peoples Club
432 W. Park
Arlington Heights, Illinois 60005

Kirk Corporation
520 S. Plum Grove Road
Palatine, Illinois 60067

Clearbrook Center Youth Services
3201 Campbell
Rolling Meadows, Illinois 60008

Elk Grove/Schaumburg Township Mental Health Center
1155 Tower Road
Schaumburg, Illinois 60195

Spectrum Vocational Services
2302 Wisconsin
Downers Grove, Illinois 60515

Applewood Manor Convalescent Center
275 Army Trail Road
Bloomingdale, Illinois 60108

1 unknown organization

Lambs, Inc.
Rt. 176 and Interstate 94
Libertyville, Illinois 60048

List of Employers Who Might Hire Harper
Graduates of the Human Services Program

The Bridge Youth Services
434½ E. Northwest Hwy
Palatine, Illinois 60067

Herrick House
1 W. Bartlett Road
Bartlett, Illinois 60103

List of Employers Who Would Recommend That Some
of Their Employees Enroll in the Human Services Program

OLW Young Peoples Club
432 W. Park
Arlington Heights, Illinois 60005

Village of Hoffman Estates Youth Services
640 E. Illinois Blvd.
Hoffman Estates, Illinois 60194

The Bridge Youth Services
434½ E. Northwest Hwy
Palatine, Illinois 60067

List of Employers Who Would Recommend That Some of Their Employees Enroll in the Human Services Program (continued)

Kirk Corporation
520 S. Plum Grove Road
Palatine, Illinois 60067

Lambs, Inc.
Rt. 176 and Interstate 94
Libertyville, Illinois 60048

Clearbrook Center Youth Services
3201 Campbell
Rolling Meadows, Illinois 60008

Elk Grove/Schaumburg Township Mental Health Center
1155 Tower Road
Schaumburg, Illinois 60195

Spectrum Vocational Services
2302 Wisconsin
Downers Grove, Illinois 60515

Bloomingdale Pavilion Convalescent and Nursing Center
311 Edgewater Drive
Bloomingdale, Illinois 60108

2 unknown organizations

List of Employers Who Might Recommend That Some of Their Employees Enroll in the Human Services Program

Herrick House
1 W. Bartlett Road
Bartlett, Illinois 60103

List of Organizations Which Would Provide Observational Sites for the Human Services Program

OLW Young Peoples Club
432 W. Park
Arlington Heights, Illinois 60005

Youth Services of Elk Grove Township
110 E. Northwest Hwy
Mt. Prospect, Illinois 60056

Village of Hoffman Estates Youth Services
640 E. Illinois Blvd.
Hoffman Estates, Illinois 60194

The Bridge Youth Services
434½ E. Northwest Hwy
Palatine, Illinois 60067

List of Organizations Which Would Provide Observational Sites for the Human Services Program (continued)

YMCA
49 N. Lambert Ave
Glen Ellyn, Illinois 60137

Herrick House
1 W. Bartlett Road
Bartlett, Illinois 60103

Kirk Corporation
520 S. Plum Grove Road
Palatine, Illinois 60067

Clearbrook Center Youth Services
3201 Campbell
Rolling Meadows, Illinois 60008

Elk Grove/Schaumburg Township Mental Health Center
1155 Tower Road
Schaumburg, Illinois 60195

Spectrum Vocational Services
2302 Wisconsin
Downers Grove, Illinois 60515

Bloomingdale Pavilion Convalescent and Nursing Center
311 Edgewater Drive
Bloomingdale, Illinois 60108

Applewood Manor Convalescent Center
275 Army Trail Road
Bloomingdale, Illinois 60108

Resurrection Nursing Pavilion
1001 N. Greenwood Avenue
Park Ridge, Illinois 60068

2 unknown organizations

Lambs, Inc.
Rt. 176 and Interstate 94
Libertyville, Illinois 60048

List of Organizations Which Might Provide Observational Sites for the Human Services Program

State of Illinois
Department of Children and Family Services
219 S. Naperville Road
Wheaton, Illinois 60187

List of Organizations Which Would Provide Internship Sites for the Human Services Program

OLW Young Peoples Club
432 W. Park
Arlington Heights, Illinois 60005

Village of Hoffman Estates Youth Services
640 E. Illinois Blvd.
Hoffman Estates, Illinois 60194

The Bridge Youth Services
434½ E. Northwest Hwy
Palatine, Illinois 60067

YMCA
49 N. Lambert Avenue
Glen Ellyn, Illinois 60137

Herrick House
1 W. Bartlett Road
Bartlett, Illinois 60103

Kirk Corporation
520 S. Plum Grove Road
Palatine, Illinois 60067

Clearbrook Center Youth Services
3201 Campbell
Rolling Meadows, Illinois 60008

Elk Grove/Schaumburg Township Mental Health Health Center
1155 Tower Road
Schaumburg, Illinois 60195

National Foundation March of Dimes
925 E. Rand Road
Arlington Heights, Illinois 60004

Spectrum Vocational Services
2302 Wisconsin
Downers Grove, Illinois 60515

Bloomingdale Pavilion Convalescent and Nursing Center
311 Edgewater Drive
Bloomingdale, Illinois 60108

Applewood Manor Convalescent Center
275 Army Trail Road
Bloomingdale, Illinois 60108

List of Organizations Which Would Provide Internship Sites for the Human Services Program (continued)

Resurrection Nursing Center
1001 N. Greenwood Avenue
Park Ridge, Illinois 60068

Lambs, Inc.
Rt. 176 and Interstate 94
Libertyville, Illinois 60048

2 unknown organizations

List of Organizations Which Might Provide Internship Sites for the Human Services Program

State of Illinois
Department of Children and Family Services
219 S. Naperville Road
Wheaton, Illinois 60187

Suggestions for the Human Services Curriculum

Could increase the number of family courses.

In gerontology - some courses on Health Care institutions - on the problem as well as advantages to institutional care. In youth services - add a course in the psychology of small groups; of use would be something on life planning and work goals.

Perhaps some additional courses or sectors may be added incorporating the job duties.

Add legal rights - right to confidentiality, employment rights of handicapped and social service workers' liability for their actions and those of clients. Also add behavior modification - principles and application. Most people expect to make more in social services. Please give realistic vocational information.

It might be beneficial to focus training on Child Care staff, for instance, to work at residential or group care agencies.

Call the program a training for Direct Care. Too high a level of employment potential is being promised for an associate degree as there are numbers of M.S.W.'s who cannot get employment in the social services. Students should be encouraged to train for "personal attendant" care, aides in nursing homes or hospitals, child care workers in residential programs. Do not promise that such a training course is preparatory for B.A. or M.S. as I doubt many schools of S.W. would accept it. Direct Care workers are needed in private homes to help isolated disabled persons.

I would strongly suggest a course in business skills and oral communication.

Gerontology sequence seems to be very general in scope and not specific to the last phase of life.

Program appears fairly well rounded - unable to make further suggestions without knowing content of these courses.

Should have some introduction to budgeting and general knowledge of understanding financial reports.

The courses appear to be quite well thought out. The process of how they are taught, is of course, more important than the content.

Understanding Child Abuse - how the parents get caught in the cycle and how the children are affected. Understanding of the political elements in a community-based agency - how politics affect funding and programs.

I would recommend a course on physical handicapping conditions, i.e. cerebral palsy, amputation, etc. and provide an emphasis on what individuals with these types of conditions can do rather than an emphasis on their limitations.

A course on youth treatment models (individual, group, counseling, recreational) and in addition to your care curriculum - a general course on volunteerism - the direction Human Services are heading in.

Techniques of program planning, fund raising, budgeting, grant writing, personnel skills, an overview of existing federal/state/local programs in each specialization area, and social service record keeping. Basic business skills.

Suggestions for the Human Services Curriculum (continued)

Heavy emphasis must be placed on developing graduates who can communicate clearly the written and spoken word.

Add a course in parenting skills for youth services.

I believe firmly that the study of literature is at least as useful to the Human Services professional as the study of psychology - therapists need to be good communicators and one way to learn this skill is to read great writers. I'd recommend a curriculum balanced a bit more towards the liberal arts - and maybe a class called "The Literature of Psychology".

The retarded adult course could be expanded to include the physically handicapped, aged, brain injured, mentally ill, sensory impaired, etc. This would be less limiting in scope. The Residential Care Counselor Program could be expanded to include the vocational counselor. The practical details of service delivery need further exploration; course in the family problem and stress with a disabled child or adult; prospective of the parent's point of view.

Nominations for Advisory Committee for Human Services Program

Name and Title	Organization
Carol Terrill - Administrator	Applewood Manor Convalescent Center
Lynn Pusateri - Administrator	Bloomingdale Pavilion Convalescent and Nursing Center
Lucy Dvorak - Director, Senior Citizen Counseling Program	Elk Grove/Schaumburg Township Mental Health Center
Gregory A. Monaco - Director Youth Guidance	Unknown organization
Harold Bendicsen - Clinical Coordinator Cook County Shelter Care Network	Herrick House
Mrs. Ramona Kukulewicz - In-Service Education Coordinator	Resurrection Nursing Pavilion
David Daskovsky M.S. - Clinical Coordinator	Village of Hoffman Estates Youth Services
Ed Dunkelblau Ph.D - Clinical Supervisor	Village of Hoffman Estates Youth Services
Kathleen Schrock - Director of Children and Prevocational Services	Clearbrook Center

Suggestions for Guest Lecturers for Human Services Program

Name and Title	Organization
R. Du Ree Bryant - Family Therapist	Schaumburg Youth Outreach
Thomas A. Baima - Director Counseling Service and Youth Services	OLW Young Peoples Club
Carol Guisti - Pastoral Programs Coordinator	OLW Young Peoples Club
Dorothy Walter R.N. - and Napropath	Elk Grove Village Community Service
Phyllis Higgins - Contact person Family Life Education Coordinator	Family Services of South Lake County
Lucy Dvorak - Director, Senior Citizen Counseling Program	Elk Grove/Schaumburg Township Mental Health Center
Dr. Pamela Gillet - Executive Director NSSEO	Kirk Corporation
Lester W. Sommers - Executive Director	YMCA
Mitch Brusky - Clinical Director	Bridge Youth Services
Jackie Cohen - Director of Residential Services	Lambs, Inc.
Sandy Schwartz - Director of Vocational Services	Lambs, Inc.
Shirley Steinberg - S.L.A. Coordinator	Lambs, Inc.
Gregory A. Monaco - Director Youth Guidance	Unknown organization
Harold Bendicsen - Clinical Coordinator	Herrick House
Mrs. Elizabeth Brown R.N. - Social Service Coordinator	Resurrection Nursing Pavilion
Gloria Bersoni - Social Service Worker	Resurrection Nursing Pavilion
David Daskovsky M.S. - Clinical Coordinator	Village of Hoffman Estates Youth Services
Ed Dunkelblau Ph.D - Clinical Supervisor	Village of Hoffman Estates Youth Services
Leanne Levchuk M.A. - Community Education Coordinator	Village of Hoffman Estates Youth Services
Kathleen Schrock - Director of Children and Prevocational Services	Clearbrook Center

Suggestions for Seminar or Workshop Topics

Stress and management, marriage and family psychology, and psychology of middle age.

Rehabilitation efforts in the elderly (especially what constitutes meaningful activity to the elderly), day care program organization, introduction to social service designee role, implementation of effective social services in a nursing home, implementation of hospice concept in a nursing home, implementation of hospice concept as an outreach program, brainstorming session as to new and expanded uses for the HSA role in the community, and special training in family - resident relationship groups, especially when a prolonged separation is evident.

Workshops dealing with helping families deal with their feelings about placing parents in group care facilities; also how to help older people in such facilities accept the limitations of others.

Grant writing - 2

Fund raising

Mental health and aging, psycho-social needs of older persons, family in later life, information and referral, creative therapeutic activities, environments and aging, adult day care, depression and the elderly, careers in aging, assessment and case management, protective services and guardianship, sex over 60 - freedom to love, advocacy and aging, nutrition and aging, home care for older adults, religion and aging, drug abuse and the elderly, and grief and growth workshop.

Stress, time management, dealing with parents, and group dynamics.

Working as a team, budgeting, and community needs survey.

Working with the family through the teenager, conflict management in Human Services organization, and current discipline in counseling.

Dealing with the public in an effective manner.

Developing self awareness, management stress, behavior management, models of residential treatment, psychoanalytic psychology.

Stress, burnout, and prioritizing.

Family treatment topics; work with single parent families; blended families; highly transient families.

Motivation; developmentally disabled staff burnout; working with severely handicapped.

William Rainey Harper College
Algonquin and Roselle Roads
Palatine, Illinois 60067
312-397-3000

SECOND SURVEY -- 1982

November 2, 1982

In an attempt to meet reservations spelled out by the Illinois Board of Higher Education, we are asking you to complete the enclosed brief questionnaire. They are particularly concerned about the potential vocational value of this program.

I hope we are not stretching your patience, but we have put a great deal of effort into the program and would like to overcome this last obstacle to its implementation.

Sincerely yours,

Marlene Eisen, PhD.
Coordinator, Child Development

ME:jh

Please complete this brief questionnaire and return it as soon as possible in the enclosed, self-addressed envelope. Thank you.

1. If the Human Service Program was available at Harper College, would you recommend available courses to your employees?

   YES NO

2. If yes, approximately how many do you think might take courses offered?

3. How may graduates of a two-year Human Service Program do you think you might hire?

   None 1-3 More than 3

4. What would the salary range be?

   $7,000 - $10,000 $10,000 - $12,000 more than $12,000

5) Does your program specialize in:

   a. Geriatrics
   b. Residential treatment
   c. Community Services
   d. Youth Services

11/83

List of Agencies Who Responded Positively to

The Second Survey -- 1982

1- Camelot Care Centers, Inc. (Residential)
Ms. Peggy Williams
1502 N. Northwest Highway
Palatine, Illinois 60067

2- Little City (Residential)
1760 Algonquin Road
Palatine, Illinois
60067

3- Maryville Academy (Residential)
Father John Smyth, Director
1150 N. River Road
Des Plaines, Illinois 60015

4- Talkline (Community)
Lorraine LaSusa, Asst. Director
P. O. Box 1321
Elk Grove Village, Illinois 60007

5- St. Benedict's Home for the Aged
6930 Touhy Avenue (Geriatric)
Niles, Illinois
60648

6- Omni House (Community/Youth)
Mr. Dennis Depcik
47 South Wolf Road
Wheeling, Illinois 60090

7- Community Child Day Care Center
Ms. Karen Selman, Director
800 East Palatine Road
Palatine, Illinois 60067

8- Lutheran Home for the Aged (Geriatric)
Ms. Betty Boyd
800 West Oakton
Arlington Heights, Illinois 60004

9- Shelter, Inc. (Youth/Community)
1616 N. Arlington Heights Road
Arlington Heights, Illinois
60004

10- Lifespan (Community)
P. O. Box 445
Des Plaines, Illinois
60016

11- St. Matthew Lutheran Home (Geriatric)
1601 N. Western Avenue
Park Ridge
60068

12- Clearbrook Center (Adult Residential)
3201 Campbell
Rolling Meadows
Illinois 60008

13- Prime Time Center (Geriatric)
Presbyterian Home
3200 Grant Street
Evanston, Illinois 60201

ERIC Clearinghouse for Junior Colleges
8118 Math-Sciences Building
University of California
Los Angeles, California 90024

APR 15 1983